

VERIZON
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 1/26/01

Metric #	Product	Service	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery	Related KPMG Exceptions/ Observations
PR-5-01	Complex Svcs 2-Wire xDSL	UNE	Aggregate	Erroneously reported as "0.09". Should have been "3.79" because there were 1109 observations.	June	July	
PR-5-02	Complex Svcs 2-Wire xDSL	UNE	Aggregate	Erroneously reported as "0". Should have been populated with ".18" because there were 1109 observations.	June	July	
PR-5-03	Complex Svcs 2-Wire xDSL	UNE	Aggregate	Erroneously reported as NA. There were 1109 observations and performance was 0.	June	July	
PR-6-01 PR-6-02 PR-6-03				Performance incorrectly reported. Corrected in August.	July	August	
				PR 6-01 and 6-03 erroneously combined UNE Special Circuits and UNE IOF Circuits in metric denominator	July - October	Nov	
PR 6-01, 6-03		Trunks		ED system changed to map PR6 denominators separate from PR4-01	June- December	January	
PR-7				KPMG objects to "or" being used instead of "nor" in the Guidelines description. The Guideline has been reviewed and approved and Verizon does not have sole authority to change wording in an approved guideline.			O-41
PR-8-01, PR-8-02	Specials	UNE		Specials were omitted in error	June	July	O-41
PR-8-01	Special Services	UNE	Aggregate	No observations; should have been reported as "NA"	June	July	O-41
PR-8-02	Special Services	UNE	Aggregate	No observations; should have been reported as "NA"	June	July	O-41
PR-8-03	Complex Svcs 2-Wire xDSL	UNE	Aggregate	Erroneously reported as NA. Should have been reported as "0" with 1109 observations.	June	July	
PR-9-04, PR-9-05, PR-9-09		UNE		Reported as "NA" instead of "0".	June & July	August	E-7
PR 9-08			All Geos	Reported as "UD" because data was unavailable when the report was filed.	June	July	E-7
Maintenance & Repair							
MR-1	WEB GUI			Supplied VA performance in place of NJ for all MR-1 metrics except MR-1-02. Corrected in July.	June	July	E-7
MR-1			CLEC Specific	WEB GUI was marked UD at the CLEC Specific level from June through September. CLEC Specific information was reported beginning with the October report month.	June - September 2000	October-00	

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MR-2		Trunks		FCC data was populated in error.	September	October	
MR-4				Performance data reported correctly. Z score was not calculated because the sampling error data was not included.	June- October	November	E-7
MR-2-01		Trunks					
MR-2-02		Retail	Aggregate and CLEC Specific by geographic area excluding KPMG for September and October	All the UNE geographic area reports show for both Retail Loop and Platform, the Verizon Retail performance from MR-2-03 NTTR- CO. The correct performance should be Verizon Retail MR-2-02 NTRR-LOOP and Platform.	September and October	November	
MR-2-03		UNE - POTS - LOOP		Wrong item name - change from NTWRKTREL RPT-CO to NTWKTRBRT-CO-LOOP. Affected all GEOs too.	October	November	
MR-2-03		2W Digital, DSL		Mapped to wrong name. GEOs also affected.	October	November	
MR-2-04		UNE - POTS - Platform		Mapping was missing Denominator.	October	November	
MR 3-04	2 Wire Dig, Pots- Bus, Pots-Res, Pots-Total, xDSL	Retail, Resale, UNE					
MR 3-05				Data calculation correction to Denominator	June - August	September	
MR-4-04		Resale	Aggregate	Aggregate mapped to geographic region instead of NJ in error. The geographic areas are mapped correctly.	October	November	
Network Performance							
NP-1-02		Trunks		KPMG alleges that the Retail Performance was missing in September. VZ disagrees: both Common and Dedicated trunk values are populated.			O-41
NP-1-03							
NP-1-04	Trunks			Reported as "NA" instead of "O".	June - August	September	
NP-1-04		Trunks		Mapped correctly, appear to have been manually overwritten.	October	November	
NP 2-02	Trunks			Both "new" and "augment" were incorrectly reported as "UD".	June	July	
NP-5			CLEC Specific	Metric was reported as UD but will now be populated.	June - September	October	
NP 5-01				Calculation algorithm included subsequent/duplicate notices and should only include initial notice.	June - November	December	
NP-5-01	Trunks			Retail data was not reported	June - September	October	O-41
NP-6			CLEC Specific	Erroneously reported as UD at the CLEC Specific level. Should have been marked NA at the CLEC specific level.	June - September	October	

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NP-6-01				Retail data missing. Metric is reported quarterly and will be marked RQ for every month except the last month in the quarter.	June - September	October	O-41
General							
GE-1			CLEC Specific	Unable to report at the CLEC specific level. This metric will be marked UD.	June - November	December	

VERIZON
"UD" STATUS
INFORMATION AS OF 1/26/01

Metric #	Product	Service	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery	Related KPMG Exceptions/ Observations
OSS							
Pre-Order							
PO-8-01 ₂ PO-8-02 ₂			Aggregate & CLEC Specific	System to be measured has not yet been implemented	August - February	March	O-41
Ordering							
OR-6-03		UNE and Resale		This metric was due to be implemented in August but was populated with incorrect data. The metric included all resent LSRs instead of only LSRs resent due to actions by Verizon. This metric will be marked UD through April 2001, when Verizon will implement the "fix". The first full month of data which will be captured will be May 2001.	August 2000 - April 2001	May	

VERIZON NEW JERSEY
KPMG METRICS ISSUES
Information as of 1/26/01

Metric #	Product	Service	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery	Related KPMG Except/Obs
PRE-ORDER							
PO-2	EB	OSS	Aggregate	VZ and KPMG results did not agree due to a combination of mismappings, misinterpretations and different files supplied for the same timeframe by different providers.	June	Future rerun will correct June	E-7
PO 5-01			Aggregate	Incorrect data was initially supplied by the provider. A new file is being provided and will be incorporated in the re-run. Data for this metric was correct July forward.	June	July	E-7
Billing							
BI			CLEC Specific	KPMG observes that the CLEC Specific template for billing was reformatted to breakout "Total" into the following categories: "Resale," "UNE," and "Total" for all of the billing metrics. They comment that this is not specified in the Guidelines. This is an enhancement to the way Billing is reported and there is a Change Control to cover this reformatting this is currently under review.	November - December	January	O-74
BI-3-01, BI-3-03				KPMG takes exception with the metric name. This cannot be changed as it is in compliance with the Guidelines. VZ to discuss with KPMG and BPU			O-41
BI 3-02				This metric is incorrectly numbered on the November 2000 KPMG Consulting CLEC Specific C2C report. There is no "BI 3-02" in the NJ Guidelines, it should be "BI3-03."	November	December	O-74
Ordering							
OR 1-03	Resale	POTS & Pre-qualified Complex		VZ populated values incorrectly on the June report	June	Future rerun will correct June	E-7
OR-1-07 & 1-08	Complex Svcs.	UNE	Aggregate	VZ populated values incorrectly on the June report	June	Future rerun will correct June	E-7
OR-1-08, OR-1-10, OR-2-08, OR-2-10	FAX	Resale UNE Resale-UNE		KPMG incorrectly calculated the standard for Fax Orders by omitting the additional 24 hours permitted per Guideline. Need discussion with KPMG and BPU to close			O-41
OR-2-04	POTS Platform	UNE	Aggregate	VZ populated values incorrectly on the June report.	June	Future rerun will correct June	E-7
OR-4-04	POTS Special Svcs	Resale & UNE	Aggregate	VZ agrees with KPMG on the UNE Performance and Observations and the resale performance, however, KPMG's Resale Observations are incorrect. They appear to have a typo. The Observations should be 22223 and KPMG has displayed them as 2223.	June	Future rerun will correct June	E7
OR-4-05	POTS Special Svcs	Resale & UNE	Aggregate	VZ populated values incorrectly on the June report.	June	Future rerun will correct June	E-7
OR-4-06	POTS & Special Svcs	Resale	Aggregate	VZ agrees with KPMG, this metric should have been marked "UD."	June	Future rerun will correct June	E-7

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KPMG METRICS ISSUES
Information as of 1/26/01

Metric #	Product	Service	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery	Related KPMG Except/Obs
OR-4-07 thru OR-4-10	POTS Special Svcs	UNE & Resale	Aggregate	VZ populated values incorrectly on the June report. Per N. BPU order, this metric should have been marked UD until 7/00.	June	Future rerun will correct June	E-7
OR 4-11	Pots Special Svcs	UNE & Resale	Aggregate	VZ populated values incorrectly on the June report.	June	Future rerun will correct June	E-7
Provisioning							
PR-1-01	POTS	Retail	Geo	VZ populated Eastern Shore incorrectly	June	Future rerun will correct June	
PR-1-09	Resale	Trunks	Aggregate	VZ populated the reports incorrectly.	June	Future rerun will correct June	E-7
PR-1-11	POTS & Complex	Retail	Geos	VZ populated Eastern Shore., Raritan, Suburban and Hud/Ber incorrectly	June	Future rerun will correct June	
PR-2-13, PR-3-10, PR-4-14	POTS	Retail		These metrics were developed and delivered per the Guidelines. KPMG has misinterpreted what was to be supplied and when Vz needs to close with KPMG			O-41
PR-2-13 thru PR-2-17, PR-4-14 thru PR-4-18	2 Wire xDSL			KPMG identified labeling issues . They have all been corrected.	June - September	October	O-41
PR-2-02	2-Wire xDSL	Retail	Aggregate	VZ populated values incorrectly	June	Future rerun will correct June	E-7
PR-2-11	POTS & Complex	Retail	Geos	VZ populated Eastern Shore, Raritan, Suburban, and Hud/Ber incorrectly	June	Future rerun will correct June	E-7
PR-3-07 & 3-08	POTS	Retail	Aggregate	VZ populated incorrectly on the UNE Provisioning Tab.	June	Future rerun will correct June	E-7
PR-3-10	2-Wire Digital & DSL	UNE & Retail		VZ populated values incorrectly	June	Future rerun will correct June	E-7
PR-4-02	2-W xDSL	Retail	Geos	VZ populated Eastern Shore, Raritan, Suburban and Hud/Ber incorrectly.	June	Future rerun will correct June	E-7
PR 4-02 & 4-03	2 wire xDSL	UNE	Aggregate	VZ populated values incorrectly	June	Future rerun will correct June	E-7
PR 4-03	POTS	UNE	Aggregate	VZ populated values incorrectly	June	Future rerun will correct June	E-7
PR- 4-05	POTS	UNE	State & all Geo	VZ populated incorrectly.	June	Future rerun will correct June	E-7
PR 4-08	xDSL	UNE	State	VZ populated values incorrectly	June	Future rerun will correct June	E-7
PR 4-08	POTS	UNE	All Geos	VZ populated values incorrectly	June	Future rerun will correct June	E-7
PR 4-11	POTS	UNE	State & all Geos	VZ populated values incorrectly	June	Future rerun will correct June	E-7

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PR-4-14	POTS	Retail		% on time required for New Jersey C2C requires disaggregation of Residential POTS 2nd line. June, July, August, Sept results not reported. Per Board Order, this metric was not required to be reported until August 2000. As defined by the guidelines, Retail data reported for this metric is Residential POTS -2nd line Dispatch. Data was reported on the August and September reports.			O-41
PR-5-01, 5-02 & 5-03		Resale & Retail Trunks	Aggregate	VZ populated incorrectly.	June	Future rerun will correct June	E-7
PR-6-01, 6-03	2-W Digital	UNE	Geos	VZ populated incorrectly.	June	Future rerun will correct June	E-7
PR-6-01, 6-03	2-W xDSL	UNE	State	VZ populated incorrectly.	June	Future rerun will correct June	E-7
PR-6-01	Retail & Resale	Trunks		VZ populated incorrectly.	June	Future rerun will correct June	E-7
PR-6-02	POTS-Loop	UNE	GEO	VZ populated Raritan incorrectly.	June	Future rerun will correct June	E-7
PR-6-03	POTS	UNE	State & Geo	VZ populated incorrectly.	June	Future rerun will correct June	E-7
PR-6-03	2 wire Digital	Resale	State & Geo	VZ populated the state and Southern, Raritan and Hudson/Bergen incorrectly. They should have been marked "UD."	June	Future rerun will correct June	E-7
PR-6-03	xDSL	UNE	State	VZ populated the state incorrectly. It should have been marked "UD."	June	Future rerun will correct June	E-7
PR-6-03	2 wire Digital	UNE	Geos	VZ populated Raritan, Suburban and Hudson/Bergen incorrectly. They should have been marked "UD."	June	Future rerun will correct June	E-7
PR-6-03	Pots	UNE	Geo	VZ populated Hudson/Bergen incorrectly. IT should have been marked "UD."	June	Future rerun will correct June	E-7

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PR-7				KPMG objects to "or" being used instead of "nor" in the Guidelines description. The Guideline has been reviewed and approved and Verizon does not have sole authority to change wording in an approved guideline. Need discussion with BPU and KPMG			O-41
PR-8-01, 8-02		Retail & Resale Trunks	Aggregate	VZ populated incorrectly.	June	Future rerun will correct June	E-7
PR-8-01, 8-02	Specials	UNE	Aggregate	June was missing from June C2C but was reported in July August and September reports.	June	July	O-41
PR-8-02		UNE	Geos	There is a mis-labeling on the template that reads "% OPEN Orders in a Hold Status > "80" days." The "80" should be "90."			O-74
PR-9-01 thru PR-9-07 & 9-09	POTS	UNE	State & all Geos	VZ populated incorrectly.	June	Future rerun will correct June	E-7
PR-9-08	POTS	UNE	Aggregate-State	VZ populated incorrectly.	June	Future rerun will correct June	E-7
Maintenance & Repair							
MR-1-01	WEB GUI	Retail & CLEC		VZ populated incorrectly	June	Future rerun will correct June	E-7
MR-1-02, thru MR-1-06	EB	Retail		VZ populated incorrectly	June	Future rerun will correct June	E-7
MR-1-03 thru MR-1-06	WEB GUI	Retail		VZ populated incorrectly	June	Future rerun will correct June	E-7
MR-1-03 thru MR-1-06	WEB GUI		CLEC	VZ populated incorrectly	June	Future rerun will correct June	E-7
MR-2-02,	POTS-Loop	UNE		VZ populated Southern, Raritan, and Hudson/Bergen incorrectly. They should have been "UD."	June	Future rerun will correct June	E-7
MR-2-03	Pots-CO	UNE		VZ populated Suburban, Raritan, and Hudson/Bergen incorrectly. They should have been "UD."	June	Future rerun will correct June	E-7
MR-2-03	Pots-CO-Loop	UNE		VZ populated Suburban, Raritan, and Hudson/Bergen incorrectly. They should have been "UD." The State aggregate was mapped wrong	June	Future rerun will correct June	E-7
MR-2-04	2-W Digital	UNE	aggregate	VZ populated incorrectly; should have been marked "UD."	June	Future rerun will correct June	E-7
MR-2-04	2-W xDSL	UNE	GEOs	VZ populated incorrectly; should have been marked "UD."	June	Future rerun will correct June	E-7

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MR-2-05	POTS	UNE	Aggreg & GEOs	VZ populated the state aggregate as well as Southern, Suburban, Hudson/Bergen and Raritan incorrectly; should have been marked "UD."	June	Future rerun will correct June	E-7
MR-2-05	POTS-Loop	UNE	Aggreg & GEOs	VZ populated the state aggregate as well as Southern, Suburban, Hudson/Bergen and Raritan incorrectly; should have been marked "UD."	June	Future rerun will correct June	E-7
MR-3-03	2-W xDSL	Une	Geo	VZ populated Raritan and Southern incorrectly; should have been marked "UD."	June	Future rerun will correct June	E-7
MR-4-01, MR-4-04 and MR-4-05	Retail	Trunks		VZ populated incorrectly	June	Future rerun will correct June	E-7
MR-4-06	POTS Complex Svcs combined	Retail/Resale	Aggreg & GEOs	VZ populated all of the Geos, both Retail and Resale incorrectly. The state aggregate retail was also populated incorrectly. The data for all of these metrics was pulled from an improperly formatted file.	June	Future rerun will correct June	E-7
MR 4-07, 4-08 & 5-01	Retail	Trunks		VZ populated incorrectly due to a poorly formatted file.	June	Future rerun will correct June	E-7
Network Performance							

- (1) "Report" refers to VZ Retail, VZ Affiliate Aggregate, VZ Affiliate Specific, CLEC Aggregate or CLEC Specific Report
- (2) VZ will use the LSR process to provide interim numbers for these metrics
- "UD" = Under Development
- "UR" = Under Review
- "NA" = No Activity
- "TBD" = To Be Determined

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February 26, 2001

Bv Hand

Frances L. Smith
Secretary
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

Re: Verizon NJ Performance Reports for January 2001
Docket No. TX98010010

Dear Secretary Smith:

Enclosed are the original and ten copies of Verizon NJ Retail and CLEC Aggregate performance reports for the month of January 2001. Permutation testing had not been completed as of this afternoon for three metrics, PR-1-10 (POTS Complex), PR-2-10 (POTS Complex), and MR-4-03 (UNE 2-Wire Digital). Revised reports including these results will be filed tomorrow. There was no activity for any Verizon NJ affiliate during the month of January.

Also enclosed is an updated list of issues associated with submetrics, and the status of efforts to resolve them. The updated list is also being provided to parties on the service list.

Verizon NJ information contained in these reports is proprietary and subject to confidential treatment.

Upon request by a CLEC that has a Board-approved interconnection agreement with Verizon NJ, Verizon NJ will provide copies of the performance reports for Verizon NJ Retail, CLEC Aggregate, and Verizon NJ Affiliate Aggregate, and the CLEC Specific report for the requesting CLEC. The Verizon information and CLEC-specific information included in those reports is subject to the confidentiality

provisions of Exhibit 1 of the Guidelines. Eligible CLECs may request these reports by contacting Sylvia Del Vecchio, via e-mail at sylvia.l.del.vecchio@verizon.com.

Please contact me at 973-649-2806 if you have any questions.

Very truly yours,

Old
Heborah Haraldson

Enclosure

cc: TSFT Service List (without enclosure)
Anthony Centrella
James Corcoran

TECHNICAL SOLUTIONS FACILITATIONS TEAM
BPU Docket No. TX98010010

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VERIZON - NJ
NEWLY IDENTIFIED METRIC ISSUES
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
OSS						
Pre-Order						
PO-1-05				Data Calculation correction to EnView retail TNS scripts to account for new LiveWire Gateway system change.		January
PO-2				Interface availability will be displayed in both hours and minutes (as a percentage of an hour). Previously, it was displayed in hours only.	June- December	January
PO-2 and PO-5		EDI, WebGui		Implementation of state specific results.	November- December	January
PO-3-01 thru PO-3-04				Data calculation correction to use the overall average vs the average of an average	June- January	February
BILLING						
BI- All			CLEC Specific	CLEC Specific template reported all billing metrics at a "Total", "Resale" and "UNE" level. Updated template to report performance at the "Total" level only.	October-December	January
BI- 3, 7, & 8				These metrics will remain "UR" until they are re-calculated using absolute values. Prior calculations resulted occasionally in results > 100%.	June-February	March
PROVISIONING						
PR-1-01, 1-02, 2-01, 2-02, 3-10, 4-02, 4-03, 4-05, 5-01, 5-02, 5-03, 6-01, 6-02, 6-03				Data correction to exclude from retail performance all administrative retail orders that are associated with a wholesale order (See Guidelines)	December	February
PR-1-01, 1-10, 1-11, 2-01, 2-10, 2-11, 4-01, 4-02, 4-03, 4-08, 4-09, 4-12, 5-01, 5-02, 5-03, 6-01, 6-02, 6-03, 8-01, 8-02				Data calculation to include all "R" orders	June-July	August
PR-1-01, 1-10, 2-01, 2-10, 2-11, 4-02, 4-03, 4-05, 4-6, 5-01, 5-02, 5-03, 6-01, 6-03, 8-01, 8-02		2W- DIGITAL		Update coding logic to include Class of Service USOC "1AQ" for ISDN to the COMPLEX/2W Digital classification	June - January	February
PR-1-09, 2-09, 4-01, 4-02, 4-03, 4-09, 5-01, 5-02, 5-03	Trunks			Data calculation clarification to use Trunk vs. Order count in the denominator.	June-December	January
PR-1-10, 1-11, 2-10, 2-11		POTS-Bus, POTS-Res, POTS-Total, Specials		Change the SORD code to include all disconnect orders.	June-February	March
PR-4-01, 4-02	Trunks		CLEC Specific & Aggregate	Modify program logic to count WFA Missed Function Code of "NULL"	June-February	March
PR-4-01, 4-02, 4-03, 4-09, 7-01, 8-0, 8-02	UNE	EEL		Data clarification to classify DSO M and EEL loops billed in CRIS	July-January	February

VERIZON - NJ
NEWLY IDENTIFIED METRIC ISSUES
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
PR-4-04, 4-08, 4-11	UNE	POTS		Exclude 2W-DSL and 2W-xDSL from the POTS denominator.	June-December	January
PR 4-07		LNP		Update Evidentiary Database to capture new CLEC codes.	June-November	December
PR 4-14	Retail	2W- xDSL		Reported "DISPATCH" performance instead of "TOTAL"	August - December	January
PR-5-02, 5-03				Update SORD code to compare company caused delay days against overall delay days.	June-December	January
PR-6-03		Specials		Add "NTF" (No Trouble Found) as a valid trouble code for Specials.	June-January	February
Ordering						
OR-6-01 and 6-02	Resale and UNE			Data Calculation Correction to score "Remarks" instead of "Actions"	June-December	January
OR-6-01 and 6-02	Resale and UNE	2W-DSL, Complex, Hot Cuts, LNP, Platform, POTS-Total, Specials, 2W-xDSL		Update the random sampling order programs to use the sample selection criteria based on the order type field instead of the request type field.	June-December	December
Maintenance & Repair						
MR 1-05		CLEC	Aggregate	No functionality exists for this metric; therefore it will be reported as "NEF."	All Months	Unworkable
MR-2, 3, 4 and 5	Trunks			Remove blank CCNA codes and test code ZJC.	June-December	January
MR-2, 3, 4 and 5	Resale, Retail	xDSL, Specials		Remove LAD circuits from DSL performance measurements	June-January	February
MR-2-02, 2-03, 2-04, 2-05		2W- DSL		Modify system extract to capture the service code IB.	December	January
				Updated NAMS to accept trouble code "CC" (came clear (NTF)) as a valid entry for specials metrics.	June-December	January
MR-2-05	UNE	Specials		Specials are closed out to trouble codes not disposition codes. Add trouble code "NTF" as a valid trouble code for specials.	June-January	February
MR-2-05 and 3-03				Exclude disposition codes 07, 08, and 13 (retroactive to September data month) to conform with guidelines.	September-January	February

VERIZON - NJ
OPEN METRIC ISSUES PREVIOUSLY IDENTIFIED
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
Ordering						
OR 1-03 through OR 1-10 OR 2-03 through OR 2-10 & OR 3-01 & OR 5-01				Duplicate transactions may be included in the data for a very low volume of UNE ASR Specials. System solution under review.	June 00 - February 01	March
OR 7-01	Resale and UNE			Data disaggregation for this metric is not available as described in guidelines. VZ currently reports results for Resale and UNE that encompass more than POTs.	June - December	Modification of Guidelines Required
Provisioning						
PR-1, PR-2 PR-3				Weekends and Holidays to be excluded from Provisioning intervals	June-December June-January	January February
PR-8-01 PR-8-02		2W-DSL, EEL IOF, POTS-Tot, Spec, TRUNKS, 2W-xDSL		Results erroneously include miscoded orders and CLEC delay days.	July - November July - February	December March
Maintenance & Repair						
MR-4-01	Trunks			Performance data reported correctly. Z score was not calculated because the sampling error data was not included.	June- February 01	March
Operator Services & Databases						
OD 3-01 & 3-02				CLEC sampling data does not exclude test accounts	June - December	January
Network Performance						

VER. . - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
OSS						
Pre-Order						
PO 1-04(PSA)	Resale, UNE			Change Control Request to change the retail PSA transaction to retrieve the same data as the wholesale PSA transactions	June- December	January
PO-1-05	Resale, UNE			EnView EDI system data underreported	June-September	October
PO-1-06		CORBA		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
		EDI		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
	Retail	WEB GUI		Retail data UD -- cannot recapture June or July	June - July	August
PO-1-07		CORBA		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
PO-1-09		CORBA		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
PO-1-10		CORBA		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
		EDI		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
		WEB GUI		Reported production results rather than EnView -- cannot recapture June or July	June - July	August
PO-2-01	Resale, Retail, UNE, Trunks	WEB GUI		Utilized BA-South maintenance data instead of NJ data. The June data can not be recovered.	June	July
PO-2-01	Resale, Retail, UNE, Trunks	WEB GUI		Data collected based on scheduled hours instead of downtime hours.	June-September	October
PO-2-01		EB		Revised report issued after the report was submitted	October	November
PO-2-01,-02 &-03		CORBA	Aggregate	The wrong files were used to populate September and October.	September & October	November
PO-2-01,-02 &-03		EB	Aggregate	June through August, the performance was correctly reported but the "observations" reported were "hours of operation" and should have been "hours of downtime." In September, the observations were correct but the wrong file was used for performance. In October, both the performance and observations were properly reported.	June - September	October
PO-2-02	EDI and WEB GUI	Resale, Retail, UNE, Trunks		Utilized BA-South pre-order data instead of NJ data. The June data can not be recovered.	June	July
PO-2-02 PO-2-03	WEB GUI	Resale, Retail, UNE, Trunks		BA-South maintenance data instead of NJ data. The June data can not be recovered.	June	July
				Data collected based on scheduled hours instead of downtime hours.	June-September	October
				Utilized incorrect scheduled availability for WEB GUI maintenance for prime and non-prime.	June-November	December

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CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disagg- regation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
PO 3-01				The algorithm used to calculate average speed of answer used calls answered instead of calls offered.	June - November	December
PO 3-02				Reported for 30 sec. instead of 20 sec. - cannot recapture June but was corrected in July	June	July
PO 3-03 & 3-04			Aggregate	Both June and July were missing NJ calls that were answered in the Richmond, Vrg. Call Center. August forward captures all calls.	June- July	August
PO-4-01, PO-4-02 & PO-4-03				Excluded confirmations. Confirmations were added to October template separate from notices. Clarification on this metric indicates that there should not be two separate categories, but one combined category.	June-October	November
PO-4-01, 02 & 03				Erroneously reported separately when the metric should be combined for notices, ocnfirmations and types 1-5.	June - December	January
PO-5-01			CLEC Specific	Metric was incorrectly reported as UD on a CLEC specific basis. Metric measures interface availability which is identical whether on an aggregate or a CLEC specific basis.	June-September	October
PO-6				Should have been populated as "NA" in August	August	September
PO-7-01, 02 & 03			Aggregate	The metric is populated as system updates occur. November report should have reflected a system update. This issue has been resolved going forward.	November	At Next System Release
BILLING						
BI-1			Aggregate Only	Incorrectly populated with July's performance	September	October
BI-1			CLEC Specific	This metric will be marked UR at the CLEC Specific level due to format changes that are under review.	September & October	November
BI-1-01			Aggregate	Metric should measure business day, is measuring calendar day. These metrics also include KPMG and Verizon test data.	June - September	October
BI-1-02 - BI-1-04			Aggregate	Metric should measure business day, is measuring calendar day. These metrics also include KPMG and Verizon test data.	June - September	October
BI-02			KPMG and CLEC Specific	This metric is incorrectly numbered on the November KPMG report. It should read "BI 3-03."	November	December
BI-2			Aggregate	Metric requires CRIS and CABs paper billing records, however CABs paper billing records were omitted and certain electronic data were erroneously included. This metric includes KPMG and Verizon test data.	June - November	December
BI-2			CLEC Specific	Metric requires CRIS and CABs paper billing records, however CABs paper billing records were omitted and certain electronic data were erroneously included. This metric includes KPMG and Verizon test data.	June 00 - November	December
BI-3			Aggregate	Metric requires CRIS paper records only but CABs records were also erroneously included. This metric includes KPMG and Verizon test data	June - November	December
BI-3			CLEC Specific	Metric requires CRIS paper records only but CABs records were also erroneously included.	June - November	December
BI-4			CLEC Specific	Verizon and KPMG test data in denominator	June - November	December
BI-4			Aggregate	Verizon and KPMG test data in denominator	June - October	November
BI-5			CLEC Specific	Verizon and KPMG test data in denominator	June - November	December
BI-5			Aggregate	Verizon and KPMG test data in denominator	June - October	November

VERIZON - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
BI-6, BI-7 and BI-8			Aggregate and CLEC Specific	Metric requires CRIS paper bills only. Currently provides CRIS and CABs, all media types.	June - November	December
BI-6-01			Aggregate	May include KPMG and Verizon test data.	June - November	December
BI-6-01			CLEC Specific	May include KPMG and Verizon test data.	June - November	December
BI-6-02			Aggregate	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-6-02			CLEC Specific	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-6-02, BI-7-02 and BI-8-02			Aggregate and CLEC Specific. KPMG report correctly displayed "UR"s.	Incorrectly populated with data when the performance should have had code UR.	October	November
BI-7-01			Aggregate	May include KPMG and Verizon test data.	June - November	December
BI-7-01			CLEC Specific	May include KPMG and Verizon test data.	June - November	December
BI-7-02			Aggregate	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-7-02			CLEC Specific	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-8-01			Aggregate	May include KPMG and Verizon test data.	June - November	December
BI-8-01			CLEC Specific	May include KPMG and Verizon test data.	June - November	December
BI-8-02			Aggregate	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
BI-8-02			CLEC Specific	Metric should exclude order activity post completion discrepancies (PCDs) from the numerator and denominator, however, PCDs are currently only excluded from the numerator. In addition VNJ is verifying that only charges billed late due to PCDs are excluded. Reported as Under Review (UR).	June - November	December
Operator Services & Databases						

VERIZON - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (t)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
OD-1			CLEC Specific	This metric was incorrectly reported as UD on CLEC Specific reports. CLEC specific data is not required by the Guidelines.	June-September	October
OD-1-02				Populated with incorrect data	September	October
OD-1-02						
OD-1-03				Incorrect denominators were used	June-September	October
Ordering						
OR 1-01						
OR 1-02				Incorrectly excluded some flow through orders.	July and August	September
				During last week of September excluded low volume of UNE ASR Specials.	September	October
OR 1-03 through OR 1-10 & OR 2-03 through OR 2-10				Response times incorrectly calculated when confirmation or query occurred Friday evening or evening prior to Holiday on a low volume of UNE ASR.	July - September	October
OR-1-05				Product number switched on template between non-DS's and DS3	October	November
OR-1-06		Resale, UNE			October	November
OR-1-07	UNE			Wrong item in formula.	October	November
OR-1-11	TRUNKS			Mapped item was converted to percentage in error	October	November
OR 1-13	Trunks			Correct ED database process to include only DLRs <=192 Forecasted Trunks as per guidelines	July - November	December
OR 1-13	Trunks			Calculation includes ">" 192 trunks and should only include "<=192" trunks.	June - November	December
OR 1-19	Trunks			Modify language describing standard to match guidelines.	June - December	January
OR 2-01				Missing Flow Through Indicator caused some flow through orders to be classified as not flow-through.	July & August	Sept
OR 2-02					September - November	December
OR-2-06	UNE	Specials		Correct Calculation in ED to include ASRs>=6 lines	September - November	December
OR-4-06, OR-4-07, OR-4-08				Incorrect data reported through September. October data reported days instead of hours.	July-October	Nov
OR 4-09						
OR 4-10				Correct the ordering metrics process retroactive to July. Current feed is EDI but should be NetLink only. Retroactive to July.	July - November	December
OR 4-11			Aggregate			
				This metric has been produced manually since August at the aggregate level only and there has been no activity. The CLEC Specific information will be provided when the metric is mechanized in November. It will be marked UD until the December report month.	June - November	December
OR-4-10, OR-4-11			CLEC Specific			
OR-5-01, OR-5-02				During last week of September excluded low volume of UNE ASR Specials.	September	October
OR-5-01	UNE			Observation mapped to Numerator instead of Denominator	October	November
				Wrong file loaded in Data Load. File revised 11/15/00 but 11/14/00 file was loaded.		
OR-6-01	Resale, UNE			The Denominator remained the same but the Performance changed.	October	November
OR-6-02						
OR-7-01				Current feed is EDI but should be NetLink only. Additionally June's performance did not match EDI value.	June - November	December

VERIZON NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
OR-8-01			CLEC Specific	Consistent with the Guidelines, this metric has been reported at the aggregate level using NY data through October. CLEC Specific information was marked UD starting in August. Beginning with the November data month, NJ data will be reported at both the aggregate & CLEC Specific levels.	August - October 2000	November-00
OR-9-01			All CLEC Specific except KPMG.	Prior to October, the CLEC specific performance was marked "UD" because the aggregate report (per the guidelines) reflected NY's performance. NJ data became available for October, and the CLEC specific reports should have been updated to capture the NJ numbers; instead they were published with "UD"s	October	November
Provisioning						
PR-ALL				Identify all UNE orders by CLEC name	June - November	December
PR-1-01 through PR-1-08, PR-2-01 through PR-2-08	Resale, UNE, Retail, trunks	2W Digital, Complex, EEL, IOF, LNP, Platform, Specials, xDSL		1st business day of valid order counted as day 1 instead of day 0.	June - November	December
PR-1-01 - 1-08, PR-1-10, 1-11, PR-2-01 - 2-08, PR-2-10 - 2-17, PR-3, PR-4-01 - 4-06, PR-4-08 - 4-18, PR-5, PR-6, PR-7	2 Wire Dig, Complex, EEL, IOF, Platform, Pots-Bus, Pots-Res, Pots-Tot, Specials, xDSL	Retail, Resale, UNE		Change control request to change provisioning metric base from SOP to bill completions. (Note: This item deleted because data was correctly reported)	June - November June through October	December
PR-1, PR-2, PR-6, PR-7, PR-8	Resale, UNE, Retail, Trunks	ALL		Erroneously included Disconnect "C" orders.	(except for August to October for PR 2-13 through 2-17 and PR 6)	November
PR 3, PR 4 & PR 5	Resale, UNE, Retail, Trunks, xDSL	2W-DSL, EEL, IOF, LNP, Platform, Specials, 2W-xDSL		Erroneously included Disconnect "C" orders.	June through October except: 1) July through October for PR-4 EEL & IOF; 2) August through October for PR 3-10 for Pots-Res 2nd line retail, UNE 2 wire	November
PR 1-01 - 1-08, PR-2-01 - 2-08, PR 3, PR 4, PR 5	EEL, IOF			Correct ASOP (CABS) counting of offered and completed intervals and delay days	June -October	November

VERIZON - NJ
CLOSED METRIC ISSUES THAT APPEARED ON PREVIOUS REPORTS
INFORMATION AS OF 2/23/01

Metric #	Product	Product Disaggregation	Report (1)	Issue	"Report Months" Affected to Date	Expected "Report Month" Delivery
PR-1-10 (aggregate Retail Special Services PR-2-01 (DSL Retail all GEO's)	Retail on Resale			Mapped to Average Interval Completed instead of Offered.	October	November
PR-1-10 (aggregate Retail Special Services PR-2-01 (DSL Retail all GEO's)	Retail on UNE pages			Linked to Resale error.	October	November
PR-2-05	UNE	POTS Platform		PR-2-05 was incorrectly linked/mapped to PR-2-04	June - October	November
				1st business day of valid order counted as day 1 instead of day 0.	See above; June - November	December
PR-3-10	UNE	Complex Svcs 2W-DSL	Aggregate	Erroneously populated with NA when there were in fact 3 observations. Performance Result is 33.33	June	July
PR-3-10	UNE	Complex Svcs 2W-xDSL	Aggregate	Erroneously populated with "1" and 3 observations, should have been "2.71" because there were 479 observations DUPLICATES ENTRY ABOVE?	June	July
PR-4-01 PR-4-02	UNE	Specials		Specials were omitted from template	June - September	October
PR-4-01, PR-4-02 and PR-4-09			Aggregate and CLEC specific reports excluding KPMG reports for September and October.	These metrics were omitted from the UNE Special product for both the aggregate and CLEC specific reports.	June through October	November
PR-4-01, 4-02, 4-03, 4-09	Retail	EEL		Incorrectly reported Retail trunks instead of Retail Specials.	June-December	January
PR-4-07	UNE	Pots and Specials		Erroneously reported as NA although there were 218 incidents. Performance was 95.87%	September	October
PR-4-08	UNE	POTS - Other	Aggr & Hud/Berg	Erroneously reported as NA although there was one observation. Result should have been 0.	June	July
PR-4-11	UNE	POTS - Other	Aggregate	Erroneously reported as NA. Should have been "4" because there were 625 observations	June	July
PR-4-14 to 4-18	UNE	xDSL		Erroneously included ISDN service orders.	June - December	January
PR-5-01	UNE	Complex Svcs 2W-xDSL	Aggregate	Erroneously reported as "0.09". Should have been "3.79" because there were 1109 observations.	June	July
PR-5-02	UNE	Complex Svcs 2W-xDSL	Aggregate	Erroneously reported as "0". Should have been populated with ".18" because there were 1109 observations.	June	July
PR-5-03	UNE	Complex Svcs 2W-xDSL	Aggregate	Erroneously reported as NA. There were 1109 observations and performance was 0.	June	July
PR-6-01 PR-6-02 PR-6-03				Performance incorrectly reported. Corrected in August.	July	August
				PR-6-01 and 6-03 erroneously combined UNE Special Circuits and UNE IOF Circuits in metric denominator	July - October	Nov